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January 28, 2000

Attorney General John Ashcroft  
US Department of Justice  
950 Pennsylvania Avenue, NW  
Washington, DC 20530

Dear Mr. Ashcroft:

I am concerned about the states and now AOL currently seeking litigation and more litigation against Microsoft. They all seem to be operating only on a basis of greed and without a firm foundation for claims. Or else, they are suffering from sour grapes because they have not been able to bring to the market a product that was as good or as easily usable by people like me.

I have used Microsoft products since Word Version One came out. In fact I bought my first computer because research indicated that it would be the best and easiest product to use. Time has proved me correct.

Microsoft has helped me in so many ways to improve my business:

I can exchange information without telephonic calls and long retyping of material.

Everything is less expensive to operate and buy - from computers to all the software.

I tried Netscape -what a pain it was to use. And AOL is the only E-mail service that I have not been able to exchange images with

Microsoft walked away with the business because they had better products and were good about customer service. They have always been able to get me operating - and I am a complete novice to the technical end of this business. I cannot say this for many other software products.

As an example of their products: I took my old DOS with the Multiplan spreadsheet to Europe. Used the old DOS computer because the battery had 6 hours, and I was working in an ancient library. Recorded my data. Brought the data home into Excel and then into Access. It all worked like a charm.

Sincerely,  
Anne Pullin

CC: Representative Ric Keller